

- *Are you looking to effectively resolve disagreements?*
- *Or develop the skills amongst those in your community to resolve disputes?*

### **The Course**

The course is for people interested in resolving disagreement through mediation - a process of listening, effective communication and interest-based negotiation - to preserve relationships, reduce tensions and promote community harmony. The 5 day course allows participants to accredit their skills.

### **Objectives**

- You will increase your understanding of conflict and why it escalates
- Understand the role of underlying needs as the key to resolving conflict
- Learn about and practice the process of Mediation, learning positive interventions in conflict situations.

### **The Course Includes...**

- An understanding of conflict, why it arises and its costs and benefits
- The role of listening and effectively communicating in situations of disagreement
- Needs / interests as a key to negotiating win-win solutions
- The role of a mediator, the principles and the process
- Talking to people about mediation
- Time to put it all into practice.

### **Course Format**

The courses are delivered using a varied mix of formats – information giving sessions and workshops; exercises / games to demonstrate concepts; and role plays.

### **About Us**

Community Accord is a mediation service based in Bradford, established in 2003. We began life as a community neighbourhood mediation service training local people to mediate disputes in the Bradford district. Our training is based on the delivery of mediation in a variety of different settings, working with individuals, housing associations, local authorities, health services and others.

### **For More Information...**

Call us on: 01274 223313, or Email: [info@communityaccord.com](mailto:info@communityaccord.com)